



Docket No.: 1509-225

PATENT

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of

Colin Andrew LOW, *et al.*

Serial No. 09/977,497

Filed: October 16, 2001

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: Group Art Unit: 2152  
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: Examiner: Unknown

For: INVITING ASSISTANCE ENTITY INTO A NETWORK COMMUNICATION SESSION

**INFORMATION DISCLOSURE STATEMENT**

Commissioner for Patents  
Washington, D. C. 20231


Sir:

In accordance with the provisions of 37 C.F.R. 1.56, 1.97 and 1.98, the attention of the Patent and Trademark Office is hereby directed to the documents listed on the attached form PTO-1449. It is respectfully requested that the documents be expressly considered during the prosecution of this application, and that the documents be made of record therein and appear among the "References Cited" on any patent to issue therefrom.

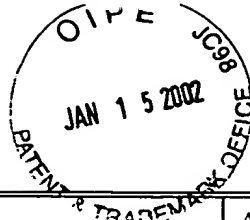
This Information Disclosure Statement is being filed within three months of the U.S. filing date OR before the mailing date of a first Office Action on the merits. No certification or fee is required.

Respectfully submitted,

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**January 15, 2002**



<b>INFORMATION DISCLOSURE CITATION IN AN APPLICATION</b>  <b>(PTO-1449)</b>				ATTY. DOCKET NO. 1509-225		SERIAL NO. 09/977,497	
				APPLICANT Colin Andrew LOW, <i>et al</i>			
				FILING DATE October 16, 2001		GROUP 2152	
<b>U.S. PATENT DOCUMENTS</b>							
EXAMINER'S INITIALS	PATENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE	
	5,838,682	11/17/98	Dekelbaum et al.				
	5,848,143	12/08/98	Andrews et al.				
	5,884,032	03/16/99	Bateman et al				
<b>FOREIGN PATENT DOCUMENTS</b>							
EXAMINER'S INITIALS	PATENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	Translation	
						Yes	No
	0 820 028 A2	01/21/98	Europe				
	0 829 996 A2	03/18/98	Europe				
	0 838 770 A2	04/29/98	Europe				
	2 320 843 A	07/01/98	United Kingdom				
	2 342 529 A	04/12/00	United Kingdom				
	WO 00/41118 A2	07/13/00	WIPO				
	WO 00/58867 A1	10/05/00	WIPO				
	WO 01/08061 A1	02/01/01	WIPO				
	WO 01/28206 A1	04/19/01	WIPO				
	WO 99/26153 A2	05/27/99	WIPO				
<b>OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)</b>							
Todd Neff, <i>The Multimedia Contact Center: Corporate Façade or Human Face</i> , April 10, 2000, pages 1-69 Cobrow Homepage - <a href="http://www.cobrow.com">www.cobrow.com</a> , January 21, 2000							
EXAMINER				DATE CONSIDERED			

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to Applicant.